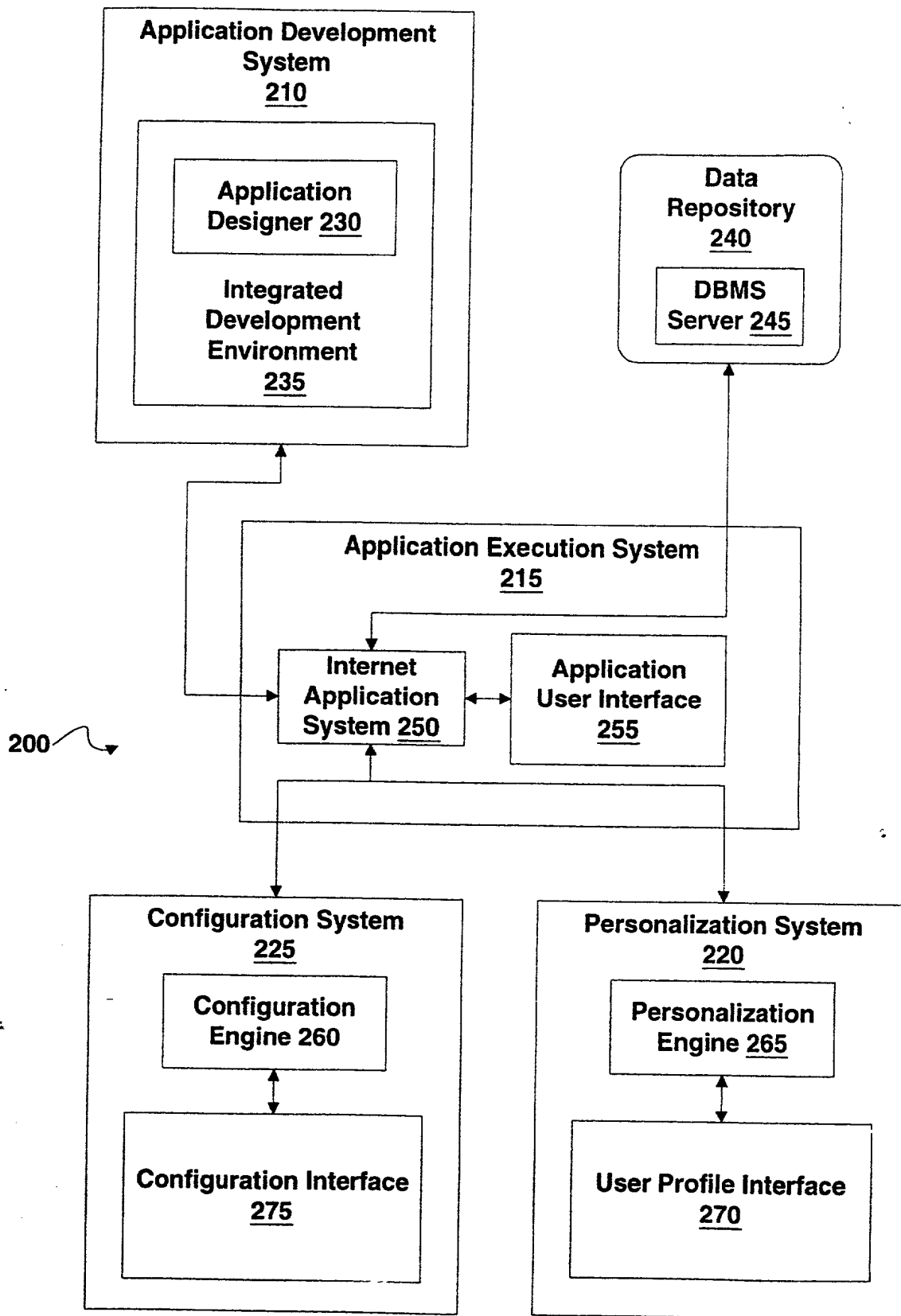
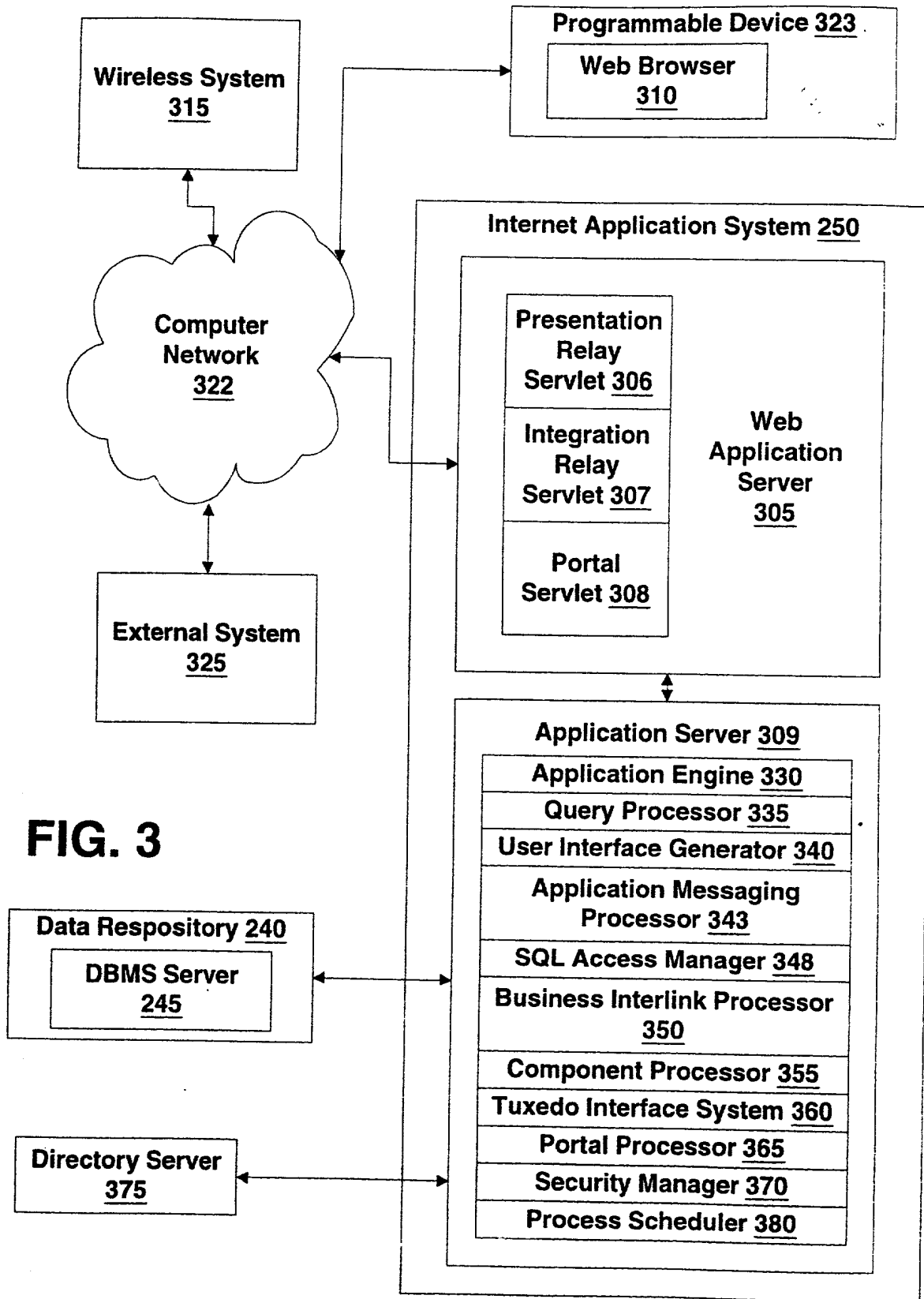


**FIG. 1**



**FIG. 2**



**DBMS Server 245**

**PeopleCode 420**

**Configuration  
Data 440**

**Application Component Data 430**

**User Profile 450**

**Personalization Data 473**

**Element  
Personalization Data  
476**

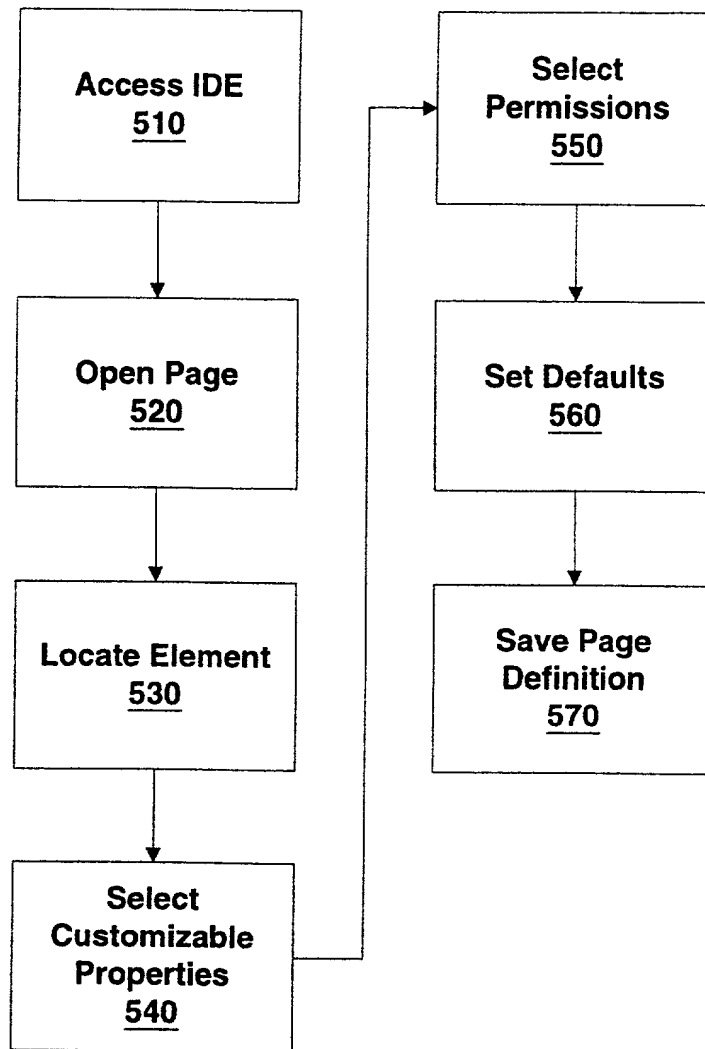
**Page Personalization  
Data 479**

**Component  
Personalization Data  
482**

**Internet Application  
Personalization Data  
485**

**User Information  
470**

**FIG. 4**



**FIG. 5**

202240-4COT4007

600

Application Designer: Untitled - [REDACTED] (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Page Designer [Order]

[REDACTED] (Page)

Name	Business Unit	Phone	Email	Preferred Contact	Details
Department	Location	Phone	Email	Preferred Contact	Details
Phone Type	Phone	Phone	Phone	Phone	Phone
Email Type	Email	Email	Email	Email	Email
Preferred Contact	Preferred Contact	Preferred Contact	Preferred Contact	Preferred Contact	Preferred Contact
Address	Address	Address	Address	Address	Address
All Contact	All Contact	All Contact	All Contact	All Contact	All Contact
Product	Product	Product	Product	Product	Product
Asset Tag	Asset Tag	Asset Tag	Asset Tag	Asset Tag	Asset Tag
Summary	Summary	Summary	Summary	Summary	Summary
Description	Description	Description	Description	Description	Description
Summary	Summary	Summary	Summary	Summary	Summary

620

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730

740

750

760

770

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790

800

810

820

830

840

850

860

870

880

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950

960

970

980

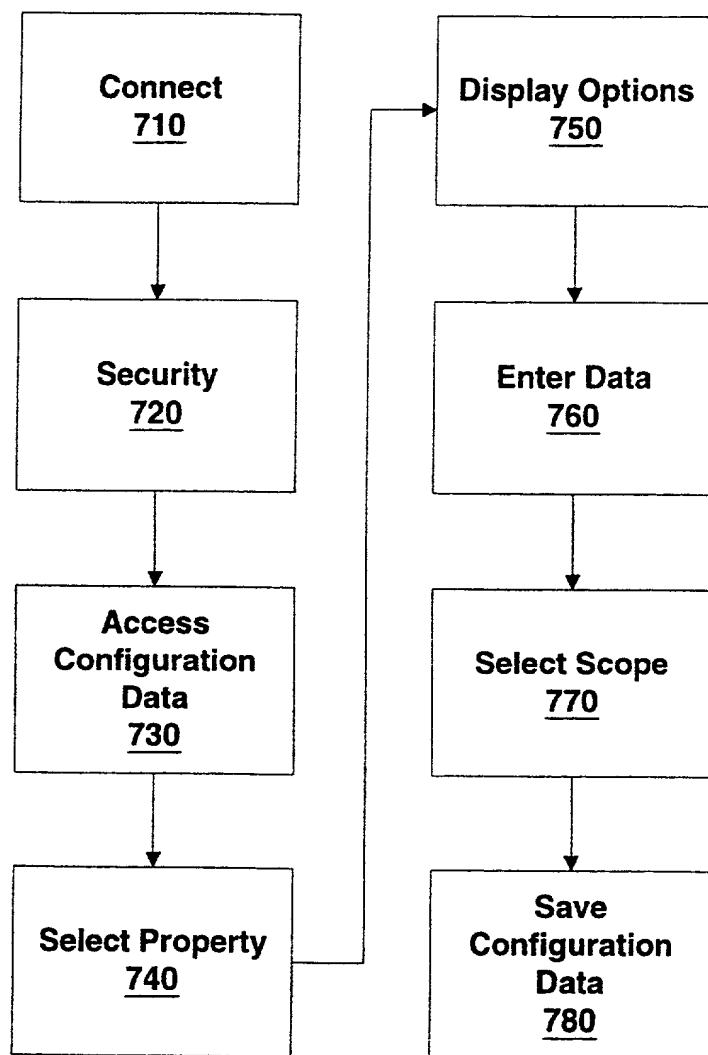
990

Ready

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Fig. 6

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**FIG. 7**

Administrator Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Search History

Address http://localhost:7001/ser/vbs/clientserv/peoplesoft6/comp-starts

Home > PeopleTools > Maintain Security > User > Administrator Configuration

### Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>		N
ADBTN Tab over Add/Del Buttons (+/-)			<input type="checkbox"/>		
ADDES Afternoon designator (PM, pm)			<input type="checkbox"/>		PM
CALBTN Tab over Calendar Button			<input type="checkbox"/>		
CSYM Currency Symbol			<input checked="" type="checkbox"/>		\$
CSYMP Currency Symbol Position			<input type="checkbox"/>		L
DCSP Decimal Separator			<input type="checkbox"/>		
DFRMT Date Format			<input type="checkbox"/>		MM
EXPENT Expert Entry			<input type="checkbox"/>		N
GROTAB Tab over Grid Tabs			<input type="checkbox"/>		
HDRICH Tab over Header Icons			<input type="checkbox"/>		
LXPBTN Tab over Lookup Button			<input type="checkbox"/>		
LTZONE Local Time Zone			<input type="checkbox"/>		PST
MDES Morning designator (AM, am)			<input type="checkbox"/>		AM

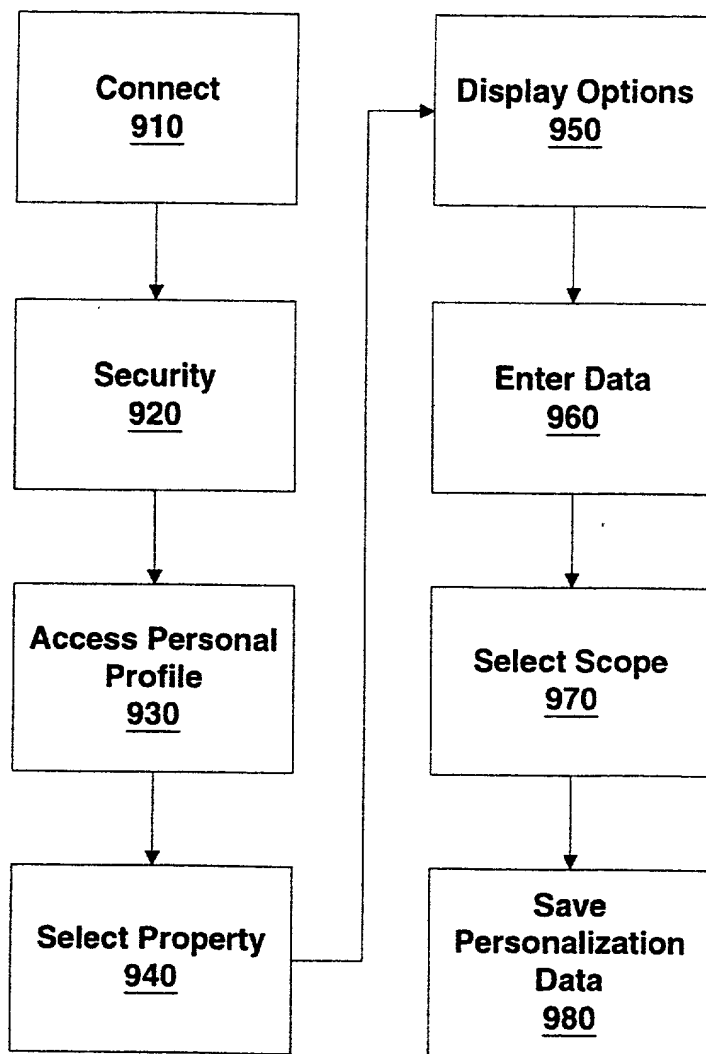
Done

Local Intranet

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FIG. 8





**FIG. 9**

Internet Explorer - Sell Service User Profile

File Edit View Favorites Tools Help

Address: http://localhost:7001/servlets/clientService/peopleinfo/brand-starta

Home > PeopleTools > Maintain Security > User > My Profile

### General Profile Information

Opriid for CRMSKT, CRMOABAK

**Password**

Change password

Change or set up forgotten password help

**Personalization**

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

**Set Personalizations**

Email Address:

Alternate User ID:

If you will be temporarily unavailable, you can select an alternate user to receive your readings

From Date:  (example: 1/23/2000)

To Date:  (example: 1/23/2000)

Miscellaneous User Links

Local intranet

1005

1010

1020

270

Fig. 10A

270

Internet Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/services/clientservice/peoplestart/cond-start

Home > PeopleTools > Maintain Security > User > My Profile

### Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input checked="" type="checkbox"/> Explain
Currency Symbol	\$	<input checked="" type="checkbox"/> Explain
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Explain
Decimal Separator		<input checked="" type="checkbox"/> Explain
Date Format	MM/DD/YY	<input checked="" type="checkbox"/> Explain
Date Separator	/	<input checked="" type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input checked="" type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input checked="" type="checkbox"/> Explain
Multiple Row Insert	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Explain
Save Confirmation	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Explain
Save Warning	<input checked="" type="checkbox"/> Yes	<input checked="" type="checkbox"/> Explain
Time Format	h mm ss (8 05 AM)	<input checked="" type="checkbox"/> Explain
Time Separator		<input checked="" type="checkbox"/> Explain
Thousand Separator		<input checked="" type="checkbox"/> Explain
Use Local Timezone	Yes	<input checked="" type="checkbox"/> Explain

Local Internet

1030

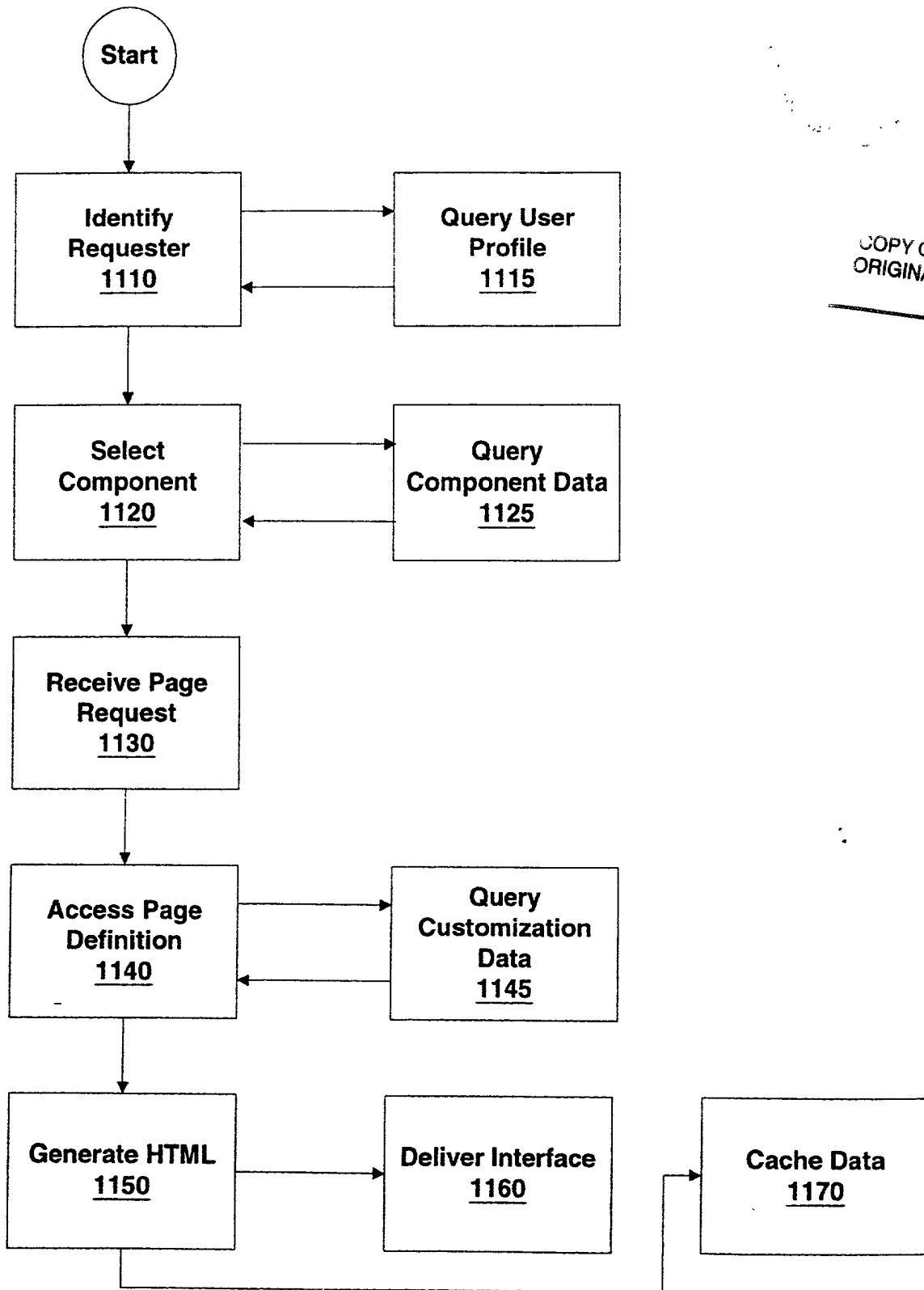
1040

1050

830

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FIG. 10B



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**FIG. 11**

COLLID "42074007"

Application Designer - Untitled - RC CASE HDENG (Page) File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Application Designer toolbar icons: File, Edit, View, Insert, Build, Debug, Tools, Layout, Go, Favorites, Window, Help.

RC CASE HDENG (Page)									
Order									
Line	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field	
1	SubPage	SubPage	EMP INFO GBD	DERIVED RC C					
2	Employee Inform	Group Box	EMPLD	DERIVED RC C					
3	EMPLD	Edit Box	CASE CONTACT	RC CASE					
4	Contact ID	Edit Box	NAME SEARCH	DERIVED RC C					
5	Name	Edit Box	PERSON ID	RC DRILLDOWN					
6	Person ID	Edit Box	RC BU DESCR	DERIVED RC C					
7	Business Unit	Edit Box	BUSINESS UNIT	RC CASE					
8	Business Unit	Edit Box	DEPTID	RB WORKER					
9	Department	Edit Box	LOCATION	RC CASE					
10	Location Code	Edit Box	PHONE TYPE	DERIVED RC C					
11	Phone Type	Drop Down List	PHONE	RC CASE					
12	Phone	Edit Box	BUSINESS UNIT	DERIVED RC C					
13	Business Unit	Drop Down List	PHONE	DERIVED RC C					
14	Phone	Edit Box	EXTENSION	DERIVED RC C					
15	Extension	Edit Box	E ADDR TYPE	DERIVED RC C					
16	Email Type	Drop Down List	E ADDR	RC CASE					
17	Email	Edit Box	EMAIL ADDR	DERIVED RC C					
18	Email	Edit Box	RC CONTACT	RC CASE					
19	Preferred Contact	Drop Down List	RC CONTACT 1	DERIVED RC C					
20	Preferred Contact	Edit Box	RC CONTACT 1	RC CASE					
21	Contact Details	Edit Box	CONTACT ID	RC CASE					
22	Contact	Edit Box	ALT NAME SEARCH	RC CASE					
23	Alt Contact	Edit Box	ALT NAME SEARCH	RC CASE					
24	Problem Inform	Group Box	PROBLEM INFO	DERIVED RC C					
25	Product	Edit Box	RC PRODUCT	DERIVED RC C					
26	Product	Edit Box	PRODUCT ID	RC CASE					

1250

1210A

1210B

1210J

1210K

1210R

1210Z

Ready

Build Find Object References Upgrade Results Validate

1200

Fig. 12

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CR800GA NUM

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: http://localhost:7001/service/ClientService/peoplesoft/and-sat

Address Info

Address Set: 1

Address Detail

Effective Date: 07/25/2001

Status: Active

Address Type: Business

Address ID: 1208

Description: Business

Country: USA

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA

State: California

Postal: 94505

Time Zone: PST

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

Phone Type: Business

Description: Desk

Primary Prefix: 001

Telephone: 925 894 9479

Phone Extension:

Done

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FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Links

Address <http://localhost:7001/ser/lets/client/serve/peoplesoft/crm-starta>

**Address Info**

Address Seg: 1

Address Detail

Effective Date: 07/25/2001 **1360** Status: Active **1330**

Address Type: Business Address ID: 1208

Description:

Country: USA United States **1320**

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA California **1335**

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Postal: 94505

Submit

**Phone Info**

Phone Type Description Primary Prefix Telephone

Business Desk 925 694 9479

Phone Extension

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Flg. 13B

Address Detail	
1310	*Effective Date: 07/25/2001
255	*Address Type: Business
	Description:
	Country: USA <input checked="" type="checkbox"/> United States
1350	Address 1: PeopleSoft Parkway
	...

\*Status:  
\*Address IC

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FIG. 13C



200240-46374000

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Address <http://localhost:7001/service/client/service/peopleofjand-santa> Go Link

**Address Info**

Address See: 1

**Address Detail**

\*Effective Date: 07/25/2001 [Edit] [Cancel] [Back]

\*Address Type: Business [Edit] [Cancel] [Back]

\*Address ID: 1208 [Edit] [Cancel] [Back]

Description: [Edit] [Cancel] [Back]

Country: USA [Edit] [Cancel] [Back]

Address 1: PeopleSoft Parkway [Edit] [Cancel] [Back]

Address 2: [Edit] [Cancel] [Back]

Address 3: [Edit] [Cancel] [Back]

City: Pleasanton [Edit] [Cancel] [Back]

County: CA [Edit] [Cancel] [Back]

State: California [Edit] [Cancel] [Back]

Time Zone: PST [Edit] [Cancel] [Back]

Last Modified: 07/25/2001 2:38PM PDT VP1 [Edit] [Cancel] [Back]

Postcode: 94505 [Edit] [Cancel] [Back]

Submit

**Phone Info**

Phone Type Description Primary Prefix Int'l Telephone Phone Extension

Business Desk F 001 925 684 9479 [Edit] [Cancel] [Back]

1310 1340 1350 1330 1320 1335 255

Local Intranet

Originally Filed

Fig. 13D



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Microsoft Internet Explorer

Address: http://localhost:7001/services/permissions/permissions

Home > PeopleTools > Maintain Security > Use > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List: ALLPANELS

Description: All Panels

Menu Name	Function	Find	Permissions	Page
ADMINISTER_SECURITY	Edit Components			
APPLICATION_ENGINE	Edit Components			
APPSMONITOR	Edit Components			
CALLCENTER	Edit Components			
CIC_PAGELETS	Edit Components			
CNV_SCHEMA_MAP	Edit Components			
CRM_OPEN_WORKLIST	Edit Components			
CRM_PORTAL_COMPONENTS	Edit Components			
CRM_TRANSFORM_UTILITY	Edit Components			
CTI_CONFIGURATION	Edit Components			
CUBE_MANAGER	Edit Components			
EDI_MANAGER	Edit Components			
ESTABLISH_BUSINESS_UNITS	Edit Components			
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components			
MAINTAIN_SECURITY	Edit Components			
MAINTAIN_SOLUTION	Edit Components			

1495 ~ 1430 ~ 1440 ~ 1460

1420A ~ 1450

1420B ~

1410 ~ 255

1420P ~

Local intranet

FIG. 14A

1470

Grid Properties

General | Columns | Label | Use

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 1

☐ Unlimited Occurs Count (rows)

OK Cancel

270

1480

1490

FIG. 14B

2004-04-04 04:00

Home - Panels Tools - Monitor Security - Users - Permissions Lists		
General Pages Escape Tools Process Sign-on Times D		
Permission List ALL PANELS		
Description: All Panels		
Panel Name	Edit Comments	
ADMINISTER_SECURITY	Edit Comments	<input type="checkbox"/>
APPLICATION_ENGINE	Edit Comments	<input type="checkbox"/>
APPMONITOR	Edit Comments	<input type="checkbox"/>
CALLCENTER	Edit Comments	<input type="checkbox"/>
CIC_PANELS	Edit Comments	<input type="checkbox"/>
CRM_SCHEMA_MAP	Edit Comments	<input type="checkbox"/>
CRM_OPEN_WORKLIST	Edit Comments	<input type="checkbox"/>
CRM_PORTAL_COMPONENTS	Edit Comments	<input type="checkbox"/>
CRM_TRANSFORM_UTILITY	Edit Comments	<input type="checkbox"/>
CTI_CONFIGURATION	Edit Comments	<input type="checkbox"/>
CUBE_MANAGER	Edit Comments	<input type="checkbox"/>
EDI_MANAGER	Edit Comments	<input type="checkbox"/>
ESTABLISH_BUSINESS_UNITS	Edit Comments	<input type="checkbox"/>
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Comments	<input type="checkbox"/>
MAINTAIN_SECURITY	Edit Comments	<input type="checkbox"/>
MAINTAIN_SOLUTION	Edit Comments	<input type="checkbox"/>
MANAGE_INTEGRATION_RULES	Edit Comments	<input type="checkbox"/>
MASS_CHANGE	Edit Comments	<input type="checkbox"/>
MISSION	Edit Comments	<input type="checkbox"/>
PORTAL_ADMIN	Edit Comments	<input type="checkbox"/>
PORTAL_COMPONENTS	Edit Comments	<input type="checkbox"/>
PORTAL_PERS_HOMEPAGE	Edit Comments	<input type="checkbox"/>
PROCESSMONITOR	Edit Comments	<input type="checkbox"/>
PROCESS_SCHEDULER	Edit Comments	<input type="checkbox"/>
QUERY_MANAGER	Edit Comments	<input type="checkbox"/>
RA_CAMPAIGN_MANAGEMENT	Edit Comments	<input type="checkbox"/>
RA_CM_STRUCTURE	Edit Comments	<input type="checkbox"/>
RB_DEFINE_PRODUCTS	Edit Comments	<input type="checkbox"/>
RB_GENERAL_OPTIONS	Edit Comments	<input type="checkbox"/>
RB_INTEGRATION_OPTIONS	Edit Comments	<input type="checkbox"/>
RB_MANAGE_COMPETENCIES	Edit Comments	<input type="checkbox"/>
RB_MANAGE_CUSTOMER_INFORMATION	Edit Comments	<input type="checkbox"/>
RB_MANAGE_WORKFORCE	Edit Comments	<input type="checkbox"/>
RB_PROCESS_INBOUND_TRANS	Edit Comments	<input type="checkbox"/>
RB_STRUCTURE_SEARCHING	Edit Comments	<input type="checkbox"/>
RB_WORKER_CALENDAR	Edit Comments	<input type="checkbox"/>
RC_SELF_SERVICE	Edit Comments	<input type="checkbox"/>
RC_FOLIO_MGMT	Edit Comments	<input type="checkbox"/>
REPORT_BOOKS	Edit Comments	<input type="checkbox"/>
REPORT_MANAGER	Edit Comments	<input type="checkbox"/>
RF_AGREEMENTS	Edit Comments	<input type="checkbox"/>
RF_DEFINE_ITEMS	Edit Comments	<input type="checkbox"/>
RF_DEFINE_ITEM_CONTROLS	Edit Comments	<input type="checkbox"/>
RF_MAINT_ENTITLEMENTS	Edit Comments	<input type="checkbox"/>
RF_MANAGE_RMA	Edit Comments	<input type="checkbox"/>
RF_SERVICE_ORDER	Edit Comments	<input type="checkbox"/>
RF_STRUCTURE	Edit Comments	<input type="checkbox"/>
RI_CIC_HOME	Edit Comments	<input type="checkbox"/>
RI_INTERACTION	Edit Comments	<input type="checkbox"/>
RI_SETUP	Edit Comments	<input type="checkbox"/>
RI_DELTA_UTILITY	Edit Comments	<input type="checkbox"/>
RSP_FORECAST	Edit Comments	<input type="checkbox"/>
RSP_LEADS	Edit Comments	<input type="checkbox"/>
RSP_OPPORTUNITY	Edit Comments	<input type="checkbox"/>
RSP_PRTL	Edit Comments	<input type="checkbox"/>
RSP_SETUP_TABLES	Edit Comments	<input type="checkbox"/>
RSP_TERRITORY	Edit Comments	<input type="checkbox"/>
STRUCTURE_PROCESS_AUTOMATION	Edit Comments	<input type="checkbox"/>
STRUCTURE_RC	Edit Comments	<input type="checkbox"/>
TRANSLATE	Edit Comments	<input type="checkbox"/>
TREEMANAGER	Edit Comments	<input type="checkbox"/>
TREE_MANAGER	Edit Comments	<input type="checkbox"/>
UTILITIES	Edit Comments	<input type="checkbox"/>
WORKFLOW_ADMINISTRATOR	Edit Comments	<input type="checkbox"/>
WORKLIST	Edit Comments	<input type="checkbox"/>

1410  
1420A  
1420B

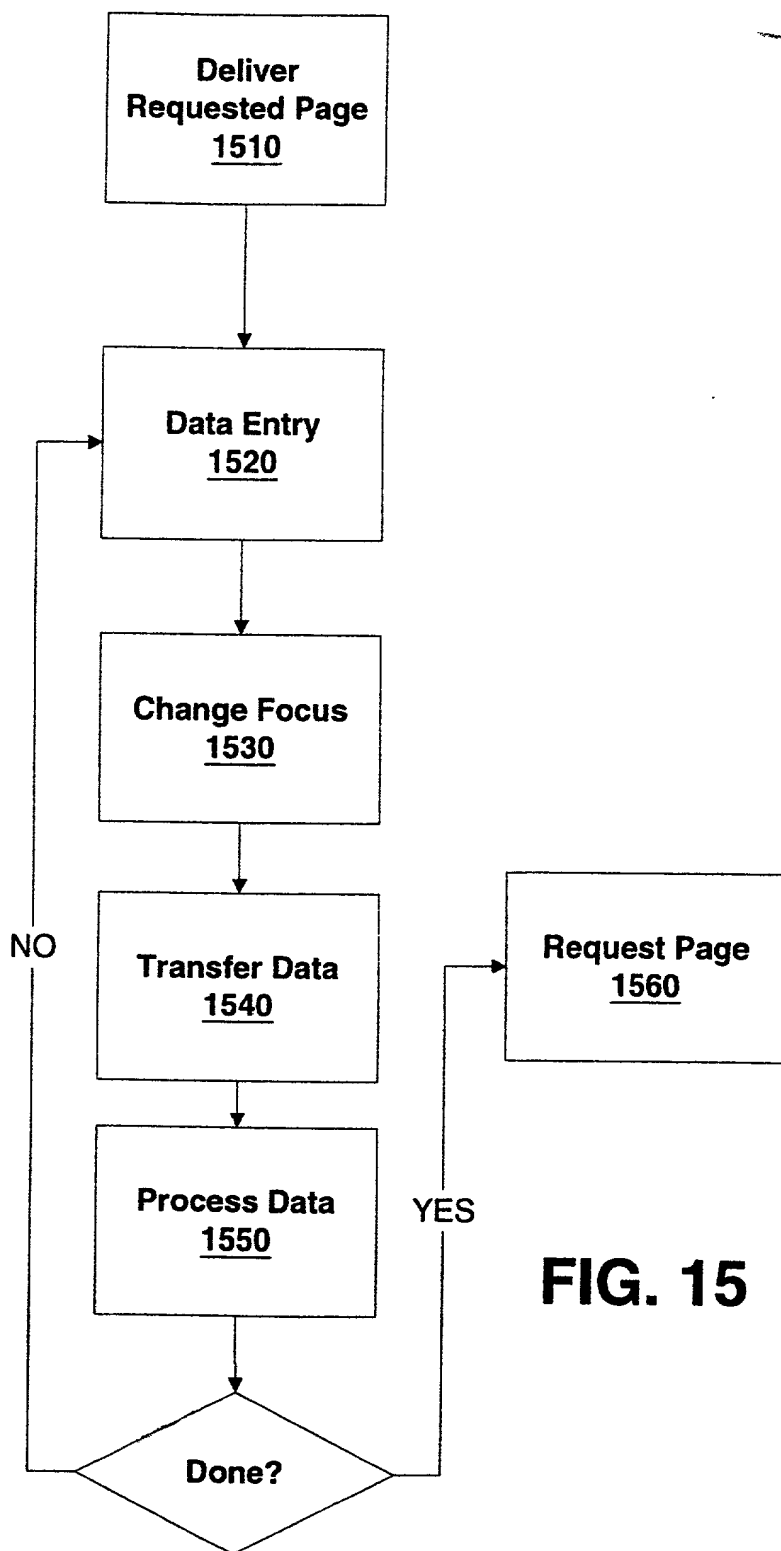
1420P  
1420Q

225

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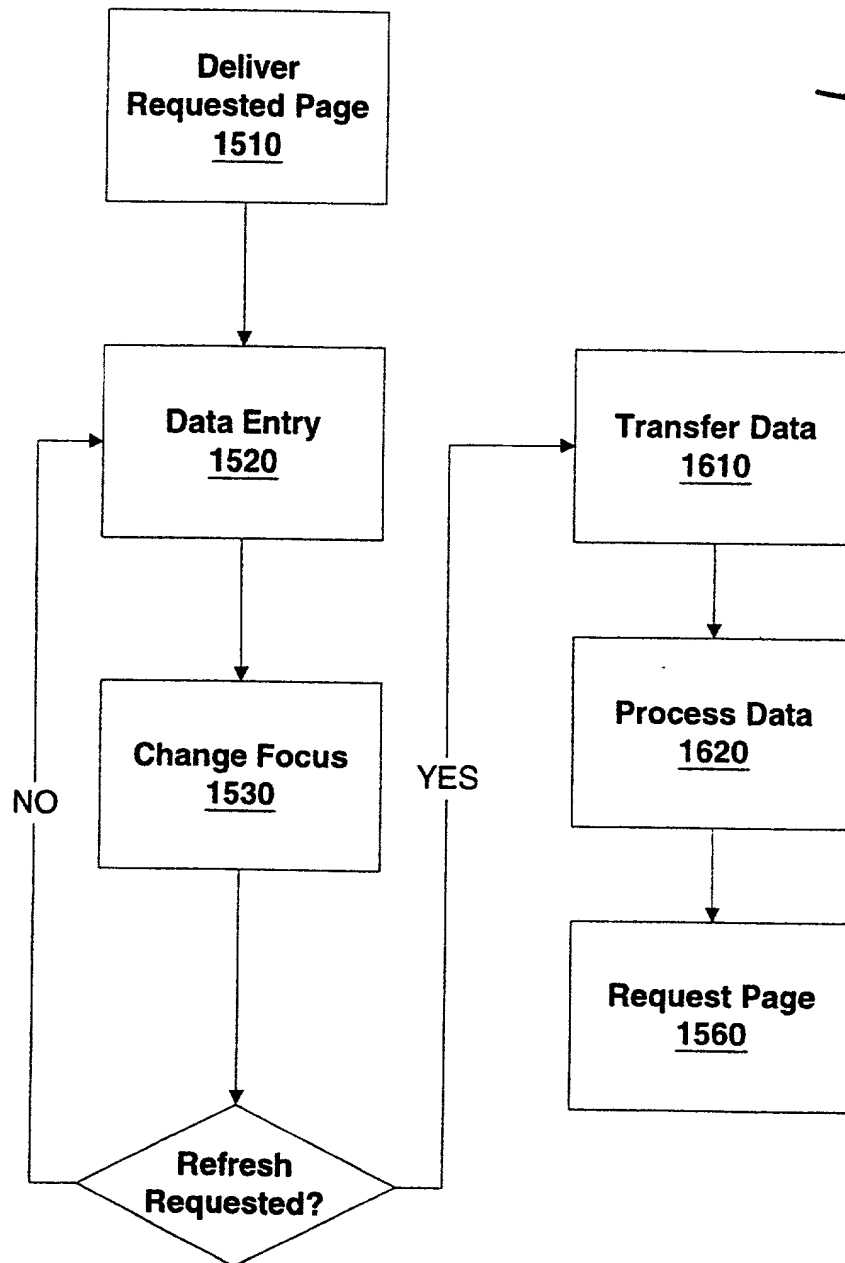
File.14C

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**FIG. 15**

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**FIG. 16**

**Component Properties**

General | Use | Internet

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction
<input checked="" type="checkbox"/> Disable Toolbar	

OK Cancel

275

1710

1720

1730

1740

FIG. 17A



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Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites Home Local intranet

Address http://localhost:7001/jsr/WebServices/peopleSoft/Find-start.htm

---

### Address Info

*Address Seq:	View All First Prev Next Last
---------------	-------------------------------

---

### Address Detail

*Effective Date:	07/25/2001	*Status:	Active
*Address Type:	Business	*Address ID:	1208
Description:			
Country:	USA United States		
Address 1:	PeopleSoft Parkway ~~~~~1780		
Address 2:			
Address 3:			
City:	Pleasanton	Postal:	94505
County:	CA California		
State:	CA		
Time Zone:	PST Pacific Time, Tijuana	<input type="checkbox"/> Submit	
Last Modified:	07/25/2001 2:39PM PDT VF1		

☐ Expert Entry ~~~~~1760

---

### Phone Info

*Phone Type	Description	Primary Prefix	Telephone Extension
Business	Desk	001	925 684 9479

Flu. 17B

1770